

## CALNET II RFP DGS-2053

### Question and Answer Set #15

October 12, 2005

40. Section 6.2.4. Would the State purchase dedicated access for LD & Toll Free services through Module I?

**Dedicated access for LD and Toll Free services will be purchased through Module 2 and Module 3 (with approved delegation). It is the Module 2 and 3 bidder's discretion to determine their design and service provision methods.**

41. Section 6.2.10.2. Can you provide the International locations that you would like priced for International Toll Free services?

**This will be addressed in a future addendum.**

42. Section 6.2.12. Access to “most foreign countries” is mentioned for calling card services – can you provide a list of the countries you would like to call from or will you accept our standard list?

**This will be addressed in a future addendum. If vendors meet the minimum requirements identified in the future addendum, they may exercise the option to propose additional locations as desirable.**

43. Section 6.2.12. "Services shall be billed on the customer's regular monthly telephone bill" – are you referring to a regular monthly telephone bill from the Local Telco or would it be acceptable for this service to be billed on the LD company bill.

**It is expected that the long distance company will bill for their own services using their own billing platform.**

44. Section 8.2. Will DGS allow the vendors to pick up and reuse the Literature volumes we submit with the draft proposal?

**Vendors may request to pick up and reuse literature supplied with their conceptual, detailed technical and/or draft proposals. The State will have final approval to release said literature. Reuse of any literature is at the vendor's discretion and risk.**

45. 4.5.1, 9th bullet - “Continued support of Federal Universal Service Fund programs that assist qualified schools and libraries in obtaining cost effective telecommunications services.” The RFP does not address the California Teleconnect Fund (CTF), will the state include language similar to section 5.9 page 7 for CTF?

**The State will not include language similar to Section 5.9 page 7 for CTF in the RFP.**

46. Section 6.1.13, 9th bullet: "Network monitoring tools shall be made available for DTS/ONS Authorized Agencies (maximum of 10). To ensure quality control, security and training, Customer personnel will obtain authorization from DTS/ONS for controlled access to all tools, applications and reports." Maximum of 10 agencies or maximum of 10 people for network monitoring tools? If agencies, how many people? How many "customer personnel" (agencies & people) will need access to all applications, tools and reports?

**One network monitoring tool with up to two customer personnel at a maximum of 10 agencies.**

47. Section 6.1.13, 16th bullet: "Transport, hardware and software necessary for DTS/ONS to access the network monitoring and management tools and reports." Can this requirement be satisfied by a web enabled application that can be reached from PCs currently in use by DGS/TD authorized clients? If not, how many people need to be supported (see question above for section 6.1.13 bullet # 9)? Where are these employees located? Will the state accept charges for transport, hardware and software?

**Yes, web enabled applications are acceptable. The vendor shall incur all costs for transport, hardware and software for non web enabled applications.**

48. Section 6.1.8.5: "The administrative fee rate may be adjusted annually or as otherwise deemed necessary by DTS/ONS." Since there could be a cost to change the billing system to accommodate changes to admin fees, will changes to the admin fees be mutually agreed to? (frequency, rates, products etc.)

**Changes in Admin fees will not be mutually agreed to. Refer to Section 6.1.8.5 and Section 61 for established requirements.**

49. Section 6.1.8.6: "Transmission: the file will be sent via File Transfer Protocol (FTP)..." Would another protocol that accomplishes the task be acceptable?

**Yes, if proposed protocol is accepted by the State.**

50. Section 3 Exhibits. Do the exhibits include DS1 and DS3 used for current dedicated voice long distance service? If not, can we get an inventory of DS1 and DS3 used for current dedicated voice long distance service?

**The exhibits identify DS1 and DS3 services subscribed to by users of CALNET. The State does not have information that can determine whether these services support voice, data, video or a combination thereof. Service information provided by the Contractor on monthly Fiscal Management Reports only identifies the service subscribed to, not its use.**

51. Section 6.1.8.1.8, Bullet #5: There appears to be a change to the requested fractional charge calculation. The industry standard for fractional charge calculation is 1/30th. Did the state intend to request 1/30th? If no, what is the rationale for the change?

**The calculation will be changed to 1/30th in a future addendum.**

52. Section 6.3.2.2 states, “The Contractor shall provide a full turn-key solution that includes all CPE.” Since a VoIP system often shares common elements with a data network, which data networks items should contractors assume are in place? Routers Y/N? Ethernet Switches Y/N? Cat 5 or better cabling Y/N? Uninterruptible Power Supply for Routers and Switches Y/N? Firewalls Y/N? Supplemental power for IP phones if Switch does not support required POE standard Y/N?

**The Contractor shall provide all voice networking equipment and cabling. This includes routers, switches, UPS', firewalls, phones and any other components required to make the service fully operational. Shared resources and equipment are addressed in the alternate voice service identified in section 6.3.4 Converged Services, IP Telephony Services.**

53. Section 6.3.2.2 does not designate a ratio of users per trunk, grade of service or other metric to specify the amount of call blocking that is acceptable to the State. Please supply an appropriate metric for call blocking that vendors should engineer to.

**The State expects a level of service equivalent to P.01.**

54. Sections 6.3.2.3.6 and 6.3.4.2.6. The request for “Packet Encapsulation” can be interpreted many ways. Please expound on what the State is requesting.

**Packet encapsulation is a minimum requirement identified to facilitate scalability, flexibility and the support of VoIP protocols. The Contractor shall identify the packet encapsulation type(s) or method(s) appropriate for their proposed service.**

55. Section 6.3.3.1. The State requests “Physical Site security”. Does the State mean at the Contractors site? Please clarify.

**Yes, physical site security applies to the Contractor's facilities.**

56. Section 6.3.4. The RFP does not designate a ratio of users per trunk, grade of service or other metric to specify the amount of call blocking that is acceptable to the State. Please supply an appropriate metric for call blocking to that respondents should engineer to.

**The State expects a level of service equivalent to, or better than P.03.**

57. Section 6.3.2. "The Contractor shall provide a full turnkey Hosted Standalone IP Telephony solution for the State. The Hosted Standalone VoIP solution shall be interoperable with and traverse successfully across the PSTN. The proposed Hosted IP voice service shall include design, analysis, Software, Hardware, training and ongoing maintenance and upgrades."

Section 6.3 (bottom of page 1) states: “Drawings shall include both topology and logical representations of all critical elements to include, at a minimum, the following: Circuit size/ bandwidth (Standalone IP Telephony).”

Does the State want the circuit to be included as part of cost the Hosted Standalone IP Telephony service or does the State intend to procure it separately from the Module I

provider? Section 6.3 implies it is part of the service since a diagram is requested, yet 6.3.2 does not list it as a component of the service.

**The circuit should be provided by the Module 3 Contractor and included in the cost of the proposed Hosted Standalone IP Telephony service.**

58. Section 6.3.2. "The Contractor shall provide a full turnkey Hosted Standalone IP Telephony solution for the State. The Hosted Standalone VoIP solution shall be interoperable with and traverse successfully across the PSTN. The proposed Hosted IP voice service shall include design, analysis, Software, Hardware, training and ongoing maintenance and upgrades."

Section 6.3.4 states "The seat charge identified in Section 7 includes all Hosted IP Telephony features listed in Section 6.3.2 with the exclusion of the "Full Turn-Key" Contractor supplied CPE and wiring."

Does the State want the wiring to be included as part of cost the Hosted Standalone IP Telephony service or does the State intend to procure it separately? Section 6.3.4 implies wiring is part of the service since it says "with the exclusion ...wiring", yet 6.3.2 does not list it as a component of the service.

**Wiring should be included in the proposed Hosted Standalone VoIP solution. Addendum 14 clarified this requirement.**

59. 6.3.2.3.2 and 6.3.4.2.2. Please specify the exact ITU test vectors that are referred to below so vendors can assure they meet the State's expectation.

The Contractor shall provide Voice Compression that will:

- Pass all ITU test vectors.
- Support configurable packetization for maximum flexibility
- Not degrade when all channels are active

**The applicable test vectors are provided in the ITU-T recommendations for the different compression methods. The exact ITU-T test vector will be dependent upon the compression method(s) proposed by the Contractor.**